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June 26, 2019

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk / Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Melinda McKissick v. Duke Energy Progress, LLC
Docket No. 2019-190-E

Dear Ms. Boyd:

In a letter dated June 24, 2019, Complainant expresses difficulty finding information on Duke Energy Progress, LLC's (the "Company") website related to smart meters, and how to read smart meters. The Company takes this opportunity to point out resources that Complainant may find useful. The Company's website—at <https://www.duke-energy.com/home/billing/reading-your-meter>—contains a step-by-step tutorial informing customers how to read their smart meter. As explained on the website, "[i]n viewing usage on the meter itself, you read the numbers from left to right." A screen-print of this webpage is attached hereto as Attachment A for ease of reference. The Company's website—at <https://www.duke-energy.com/our-company/about-us/smart-grid/smart-meter>—also contains more general information about smart meters, including a Frequently Asked Questions feature. A screen-print of that webpage is attached hereto as Attachment B for ease of reference.

We would also reiterate that S.C. Code Ann. Regs. 103-320 requires that service be measured by meters furnished by the electrical utility unless otherwise ordered by the Commission, and that the meters used by the Company conform to the standards set by the Federal Communications Commission, which sets exposure limits for all types of devices that emit radio frequencies. Nevertheless, should Ms. McKissick prefer a manually-read meter, she may opt for manually read metering service. Further, under recent tariff changes approved by the Commission, Ms. McKissick may spread payment of the initial setup fee over a six-month period, or request waiver of the associated fees entirely if she provides a notarized statement from a South Carolina-licensed physician stating that she must avoid exposure to radio frequency emissions, to the extent possible, to protect her health.



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June 26, 2019
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Please contact me if you have any questions or concerns related to this filing.

Kind regards,

Sam Wellborn

SJW:tch

Enclosures

cc w/enc: David Stark, Hearing Examiner (via email)
Melinda McKissick (via email and US Mail)
Jenny R. Pittman, Counsel, ORS (via email)
Becky Dover, Esquire-SC Dept of Consumer Affairs (via email)
Carri Grube-Lybarker, Esquire-SC Dept of Consumer Affairs (via email)
Heather Shirley Smith, Deputy General Counsel (via email)
Rebecca J. Dulin, Associate General Counsel (via email)



Billing & Payment

MENU ▾

Reading Your Meter

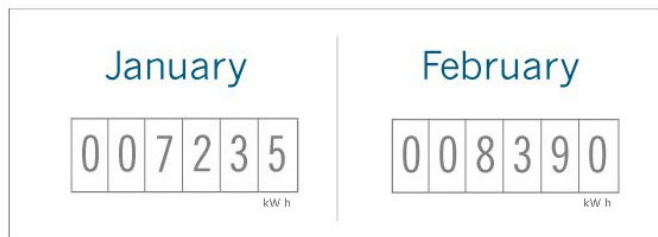
Reading your smart meter

Smart meters provide daily, hourly and average energy usage information that you can view by logging into the Duke Energy website through the [My Account portal](#) or by downloading the Duke Energy app. [Learn more](#) about how to access your usage information online.

Kilowatt-hour consumption information is transmitted at regular intervals from your smart meter through an encrypted network for billing and reliability purposes. Customer identifying information – such as names and addresses – is not stored in the smart meter or transmitted across the network. The smart meter sends only your energy consumption information and meter identification number to Duke Energy.

The digital display on the smart meter also shows the current kilowatt-hour reading in the same way that a car's odometer records current mileage. This number is cumulative and does not reset each month. Usage information is one of several screens the smart meter cycles through. Other screens provide status information related to the operation of the meter and connection to the communication network.

In viewing usage on the meter itself, you read the numbers from left to right. In the illustration below, the January reading is 7235 kilowatt-hours and the February reading is 8390.



In this example, 1155 kilowatt-hours were used between the January and February meter readings ($8390 - 7235 = 1155$).

How can I tell if I have a smart meter?

If the word OPENWAY is on the faceplate of your meter, you have a smart meter.

Reading your digital meter

Some Duke Energy customers have a digital meter without smart capabilities. This type of meter records electricity usage in the same way that a car's odometer records mileage. You read the numbers from left to right.

In the illustration below, the January reading is 7235 kilowatt-hours and the February reading is 8390 kilowatt-hours.





In this example, 1155 kilowatt-hours were used between the January and February meter readings ($8390 - 7235 = 1155$).

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Careers	Asset Recovery	Natural Gas Safety	Energy Assistance Programs	DUKE ENERGY RENEWABLES
News Center	Builders Developers and Contractors	Overhead Power Lines	Lakes	
Social Media	Property Managers	Electric Safety	Trees and Rights of Way	
Environment	Economic Development	Nuclear Safety	Alumni Network	
Sustainability	Real Estate Properties	Identifying Our Employees	ENERGY EDUCATION	
		Kids Safety		
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		Call Before You Dig		

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SOUTH CAROLINA

FOR YOUR HOME

FOR YOUR BUSINESS

OUR COMPANY

PARTNER WITH US

OUTAGES

CUSTOMER SERVICE

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Smart Grid

MENU

Smart meter. Smarter options.

You're in control of your energy use.



WATCH VIDEO

With smart meters you can view
detailed charts showing your
energy usage.

Reports provide daily, hourly and average energy usage information.

To better serve you, Duke Energy is working to upgrade our grids and systems. Part of that includes smart meters. A smart meter provides two-way communication between your meter and Duke Energy, allowing you to take more control of your energy use.

Smart meter benefits

- Monitor detailed, daily usage information through [My Account](#), making it easier to manage your usage. [Watch this video](#) to learn how to access your usage data.
- Start or stop service remotely, without having to make an appointment
- Get better response time and quicker repairs after an outage

Have questions?

For more information, call 800.777.9898



Smart services >

Explore some available service options, all because you have a smart meter

New grid investments >

Find out what's happening in your area



Frequently Asked Questions

What is a smart meter?

Just as your mobile phones, laptops and tablets are continually upgraded as technology evolves, a smart meter is the next evolution of the traditional electric meter. A smart meter records energy consumption using digital technology and then transmits the data to Duke Energy using two-way communication. This information allows us to identify and respond faster to potential problems like power outages and provides you with better visibility into your energy usage.

How can I tell if I have a smart meter?

If the word OPENWAY is on the faceplate of your meter, you have a smart meter.

Who is receiving a smart meter?

All Duke Energy customers, both residential and commercial, will receive a smart meter.

When am I getting my smart meter?

You will be notified by mail of your scheduled installation time frame a few weeks prior to your smart meter installation.

Can I purchase and install or remove my own meter?

No, it is illegal and unsafe to do so. Your smart meter is the property of Duke Energy; removing or tampering with your smart meter may result in termination of service. Further, improper handling of a meter can result in serious injury or death.

Since smart meters eliminate the need for a Duke Energy technician to come to my house and manually read my meter, what should I do if I see a technician on my property after my smart meter installation?

If you have concerns about a technician's presence on your property, please call [800.777.9898](tel:800.777.9898). Please be advised that technicians may periodically need to make on-site meter checks for maintenance and repairs.

Do I have to be home when my smart meter gets installed?

You do not have to be home to receive your smart meter. As long as a technician can access your meter, your current meter will be exchanged for a smart meter. You will receive a door hanger to confirm that your new meter has been installed. If for some reason the technician cannot access your meter, a door hanger will be left requesting that you call to schedule an appointment for installation.

I want to be home when my smart meter is installed. Can I schedule an appointment?

Yes. To schedule an appointment, please call the number provided on the postcard you received, notifying you of your installation time

frame.

Do the meter installations occur only during business hours, or will installations occur in the evenings and/or weekends as well?

Installations occur Monday through Friday during normal business hours. There may, however, be cases when evening or weekend installations are necessary.

Will my service be disrupted during the upgrade?

Yes, a brief electrical service interruption will occur during the meter upgrade. You may need to reset any digital clocks on appliances and electronics. We apologize for any inconvenience this may cause.

Is my information protected?

Yes. Protecting customer information is a top priority for Duke Energy. Customer identifying information – such as names and addresses – is not stored in the smart meter or transmitted across the network. The smart meter sends only your energy consumption information and meter identification number to Duke Energy. Kilowatt-hour consumption information is transmitted at regular intervals from your smart meter through an encrypted network for billing and reliability purposes. This information is protected from the moment it is collected until the moment it is deleted.

For more information on "Data Privacy and Smart Meters," read the [Smart Energy Consumer Collaborative factsheet](#).

With the rapid advancements in technology, how are you protecting my meter information from hackers?

As part of our grid improvements, Duke Energy continually assesses and mitigates cyberthreats to ensure that emerging technologies, like smart meters, that we deploy are secure from both intentional and unintentional threats. Our cybersecurity measures follow standards for smart meters as set forth by the National Institute of Standards and Technology (NIST), an extension of the U.S. Department of Commerce. Our digital grid components are protected with layers of cyber and physical security, and through our relationships with manufacturers and security vendors, we continue to test and advance the security capabilities of those components.

For more security information see the NIST [Guidelines for Smart Grid Cybersecurity](#).

Are radio frequency (RF) emissions coming from the smart meter?

Yes, but RF emissions from smart meters are significantly lower than limits set by the Federal Communications Commission (FCC). In fact, the emissions produced by other household devices, such as cellphones, baby monitors and microwaves, are considerably higher than the small amount of RF emissions produced by smart meters.

Duke Energy only uses FCC-compliant meters. The FCC is required by the National Environmental Policy Act of 1969, among other things, to evaluate the effect of emissions from FCC-regulated transmitters on the quality of the human environment.

Both the FCC and World Health Organization have stated that the small amount of RF emitted by smart meters poses no threat to human health. Consumer safety is one of Duke Energy's top priorities, and we continuously work to ensure the safety and reliability of the products and services we offer.

Learn more about smart meters and radio frequency:

- [Radio Frequency and Smart Meters](#) – Smart Energy Consumer Collaborative, a nonprofit organization that conducts research to educate consumers on the benefits of the smart grid.
- [FCC policy on human exposure to radio frequency electromagnetic fields](#) – Federal Communications Commission
- [Radio Frequency Safety](#) – Federal Communications Commission
- [Radio Frequency Exposure Levels from Smart Meters](#) – Electric Power Research Institute (EPRI)
- [Health Impacts of Advanced Metering Systems](#) – N.C. Department of Health and Human Services, Division of Public Health

Are smart meters accurate?

Yes, our smart meter technology is tested to ensure adherence to established meter accuracy guidelines as set forth by the American National Standards Institute (ANSI). All meters, regardless of technology and design, are tested rigorously in a variety of conditions to ensure they meet national standards for meter accuracy and performance before being installed. After installation, we continue to monitor meter accuracy and performance by conducting routine samples and/or periodic testing with certified test equipment.

How can I see my energy data from my new smart meter?

To view your daily energy usage data from your new smart meter, just [log in](#) to your Duke Energy account. If you already have an account, simply [sign in](#) with your username and password. If you do not yet have an online services account, please [register](#) for one. The registration process is simple and only takes a few moments. Please have your account number available. You will be able to view your daily energy usage data once your smart meter has been certified. A letter will be sent to you to let you know when your meter has been certified.

I want to opt out of having a smart meter. Are there other options?

Duke Energy Progress customers in South Carolina may enroll in the [Manually Read Metering \(MRM\) option](#), which allows customers to obtain electric service through a manually read digital meter without the radio installed, so that it does not transmit radio-frequency signals or usage data.

Please note by enrolling the Manually Read Metering option, the following charges will be added to your bill:

- A \$170 initial set-up fee (per account)
- An \$14.75 monthly charge (per account)

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Electric Safety
Nuclear Safety
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Kids Safety
Workers and First Responders
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Energy Assistance Programs
Lakes
Trees and Rights of Way
Alumni Network

ENERGY EDUCATION

CUSTOMER SERVICE

HOME SERVICES
BUSINESS ENERGY SERVICES
DUKE ENERGY RENEWABLES

**BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA**

DOCKET NO. 2019-190-E

Melinda McKissick,

Complainant/Petitioner,

v.

Duke Energy Progress, LLC,

Defendant/Respondent.

CERTIFICATE OF SERVICE

This is to certify that I, Toni C. Hawkins, a paralegal with the law firm of Robinson Gray Stepp & Laffitte, LLC, have this day caused to be served upon the person(s) named below **Duke Energy Progress, LLC's response to McKissick letter dated 6.24.19** in the foregoing matter by placing a copy of same in the U.S. Mail and/or via electronic mail addressed as follows:

Melinda McKissick
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dmmckissick@frontier.com

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Dated at Columbia, South Carolina this 26th day of June, 2019.

